



October 4, 2018

Dear GEM customer,

This letter is to inform you that the VIN assigned to your vehicle has been identified to contain an erroneous check digit in the 9th character position. The check digit is a number generated through mathematical formula in 49 CFR 565.15(c). As a result of this erroneous digit, you may face rejection by State, insurance, and other data-processing systems using the check digit to verify transcription accuracy. Polaris confirms that your GEM low-speed vehicle should have been assigned the below VIN.

<u>Erroneous VIN (as printed on vehicle and MSO)</u>	<u>VIN as it should have been assigned</u>
XXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXX

Please note that the VIN as inscribed on the vehicle and as printed on the MSO will not change. It will remain as-is.

What you need to do:

- 1) Take this manufacturer provided letter to your local DMV office to complete registration of your vehicle. The DMV will need to reference the VIN that is inscribed on the vehicle and as printed on the MSO, along with the "corrected" VIN in order to issue a new title and license plate.
- 2) Keep this letter for insurance and proof of VIN correction.

Upon reception of this manufacturer letter, Polaris requests that DMV and insurance agencies accept this GEM low-speed vehicle for registration and titling purposes as inscribed on the vehicle. Further, Polaris has provided a contact and phone number to be used by law enforcement in the event further information is needed during an investigation of the VIN error. Polaris has sent courtesy copies of this letter to the National Highway Traffic Safety Administration and the National Insurance Crime Bureau.

Please call Polaris Services Group at 1(855) 743-3436 or contact us via email if you have any questions regarding this information. Polaris requests that you retain this manufacturer letter and keep a copy with the vehicle at all times.

Sincerely,

The GEM Team